

HP OpenView Service Desk Process Insight 2.10 software

Data sheet



HP OpenView Service Desk Process Insight software provides real-time visibility into the ITIL processes managed by your HP OpenView Service Desk system.

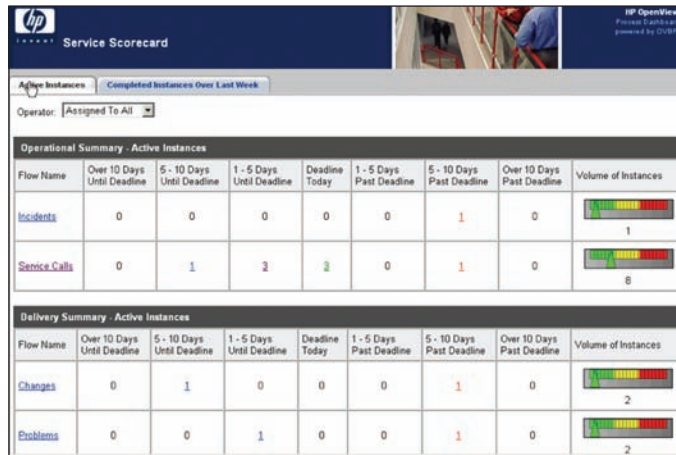
HP OpenView Service Desk Process Insight software monitors the exact status of both change management and help-desk activities using unique process-centric views, enabling you to manage and optimize your ITIL processes more effectively. You can also use HP OpenView Service Desk Process Insight to track and monitor processes that go outside the boundaries of your HP Service Desk environment into non-HP trouble-ticketing and help-desk solutions.

HP OpenView Service Desk Process Insight is an HP OpenView Business Process Insight solution to monitor the IT Service Management (ITSM) and IT Infrastructure Library (ITIL) processes managed by your HP OpenView Service Desk solution.

Key features and benefits

- Provides real-time visibility of ITSM/ITIL processes supported by HP OpenView Service Desk
- Generates abstracted “process” views closer to how ITIL processes are typically described
- Includes graphical modeling tools to tailor the processes you want to monitor
- Is built on HP OpenView Business Process Insight, providing extensibility for monitoring business processes (subject to additional licensing)
- Is extensible to provide insight into processes that span HP and non-HP help-desk systems
- Features a pre-defined customizable web-dashboard
- Monitors basic processes provided with HP OpenView Service Desk, and can be customized to the best practice ITIL processes of your implementation
- Interoperates with HP OpenView Internet Services, HP OpenView Service Navigator, HP OpenView Operations for Windows® and third-party sources to obtain information and status on the infrastructure that supports your HP OpenView Service Desk system

Figure 1: Top-level “deadline-driven” dashboard.



The challenge

Creating process visibility

As IT departments strive to improve the effectiveness of IT management, they are increasingly turning toward ITSM (IT Service Management) as a way of aligning IT and business objectives through a combination of services, people, process and technology. The objective of this alignment is to not only improve the quality of IT services but also to lower the long-term cost and consistency of providing those services.

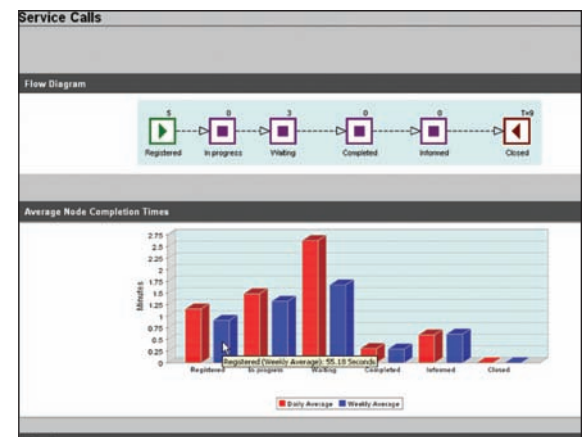
As your organization makes this journey, you can look to ITIL (IT Infrastructure Library) and HP best practices. This combination offers a series of base processes that, when implemented and automated, provide the basis for efficiency, reuse, lower cost and accountability. In fact, many projects start by taking base IT process models as best practices and adapting them to the needs of a particular IT organization.

As part of a typical implementation, these best practice processes for problem and incident management or change or configuration management would be configured into a solution such as HP OpenView Service Desk. Once configured, HP OpenView Service Desk provides the environment and tools you need to automate and control these processes.

However, as with many environments, while the project may indeed have started by drawing process flows and adapting them to the needs of the organizations, these processes are often “buried” within the environment in which they have been automated. What is more, larger enterprises and service providers often have multiple service management or help-desk environments that compound visibility issues, as individual processes may span multiple environments or applications. This lack of visibility makes it harder to improve the effectiveness and efficiency of the IT processes you are trying to manage.

Figure 2: Default aggregate chart.

This view shows average node completion times over a daily and weekly basis.



HP OpenView Service Desk Process Insight gives you back this process visibility. It enables you to understand the real-time performance and effectiveness of your processes, whether they are within your HP OpenView Service Desk implementation or span across other non-HP service or help-desk environments.

Product overview

HP OpenView Service Desk Process Insight

HP OpenView Service Desk Process Insight enables you to manage and monitor the IT processes that are controlled and automated by your HP OpenView Service Desk solution.

Based on HP OpenView Business Process Insight, HP OpenView Service Desk Process Insight is supplied with a set of extensible process models covering:

- Incidents
- Service calls
- Change requests
- Problems
- Work orders

Figure 3: Timeline view.

This view provides an at-a-glance picture in which the time is being taken for each step of a particular process instance.



In addition to these base process models and views, HP OpenView Service Desk Process Insight comes with a customizable “deadline-driven” dashboard (see Figure 1). This dashboard provides the ability to get a real-time overview and to drill down into a particular process type or into a specific incident or call.

Many top-level views are also provided to show some common charts, such as the average time for completing each step of a service call over a daily and weekly basis (see Figure 2).

To get the right information from HP OpenView Service Desk, HP OpenView Service Desk Process Insight comes with a configurable adapter that is pre-defined to provide HP OpenView Service Desk Process Insight with relevant detail of all new incidents, calls, change requests, etc.

Each implementation of HP OpenView Service Desk is unique and tailored to the needs of each customer. Therefore the processes and dashboard provided in HP OpenView Service Desk Process Insight should be taken as the basic starting point. These features are configurable to match the specific processes automated within your HP OpenView Service Desk implementation. They can therefore be tailored to the specific best practices being implemented by your chosen HP OpenView Service Desk implementation partner.

Based on HP OpenView Business Process Insight

HP OpenView Service Desk Process Insight is based on HP OpenView Business Process Insight. HP OpenView Business Process Insight provides visibility, health and performance information for business processes (as opposed to IT processes).

It enables you to monitor the exact status of processes such as order delivery. Using this information, you can assess the impact of delays in a process in terms of the value of orders affected, key customers affected and more. You can also use HP OpenView Business Process Insight to monitor the paths taken by a process to isolate problems in your business flow structure and behavior.

Finally, HP OpenView Business Process Insight allows you to define the IT infrastructure dependencies of the business process. Therefore, in the event of an IT failure, HP OpenView Business Process Insight can provide you with meaningful impact analysis based on the effects of that failure. This analysis can also include to the values and customers that are affected.

Process visibility

Because HP OpenView Service Desk Process Insight knows where each ITIL instance is in its flow, it can generate process-based, visual representations of these flows. It generates metrics on these flows, such as how much time was taken between two steps of the process or the time taken to complete a particular step. Additionally, it can measure the number of times a certain process path is taken, such as the number of times a “re-allocation” of call owner has occurred. Or it can measure the build-up of work at a particular point or step within a process.

This information helps you understand the performance and effectiveness of your service desk processes. It gives you the ability to understand areas such as resource usage and potential wasteful paths, reworks loops or bottlenecks that are occurring within your ITIL processes.

HP OpenView Service Desk Process Insight helps you understand the performance and effectiveness of your service desk processes. It gives you the ability to understand areas such as resource usage and potential wasteful paths, reworks loops and bottlenecks that are occurring within your ITSM processes.

Product features

- Simple process modeler tool to extend or define new ITIL Process Models
- Customizable web-based process dashboard to provide real-time process visibility
- Pre-defined process models and views for Service Desk incidents, help-desk service calls, change processes, problem calls and work orders
- Customizable Adapter to interface between HP OpenView Business Process Insight and HP OpenView Service Desk
- Capability to drill down into individual process instances
- Timeline view of individual process instances (see Figure 3)
- Default charts and graphs
- Process-based threshold and alerting, including e-mail alerts
- Integration with HP OpenView Operations for Windows, HP OpenView Service Navigator and HP OpenView Internet Services to receive impact events and show which Service Desk processes may be impacted by any outages in the infrastructure
- Extensibility to display processes spanning non-HP service/help-desk solutions
- Extensibility to monitor line-of-business processes as opposed to IT processes (subject to full license of HP OpenView Business Process Insight)

End-to-end support for IT Service Management

Through HP Educational Services, HP Services and our partners, HP is uniquely positioned to:

- Provide customer training on ITIL and ITSM best practice
- Create ITSM simulations
- Deliver consultancy on ITIL-based ITSM best practices
- Supply ITIL-based ITSM process-enabling software
- Help automate various aspects of ITIL processes
- And now, monitor ITIL-based ITSM processes

We recommend you work with your HP OpenView Service Desk implementation partner to get expert help in configuring HP OpenView Service Desk Process Insight to match your specific HP OpenView Service Desk installation.

Technical specifications

System requirements

Hardware	Intel® Pentium® and compatible (not Itanium®), 2Ghz, 1 GB RAM, 512 MB minimum disk space install size (additional space required for database and runtime requirements) Modeler (Client system) requires 1 GB RAM
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Supported platforms, servers and applications

Operating system	Windows 2000 SP4, Windows 2003 SP1, Windows XP Professional SP2
Clients	Internet Explorer 6, Internet Explorer 7
Database (Database may be remote from HP OpenView Business Process Insight server.)	<ul style="list-style-type: none"> • Oracle® versions 9.2.0.5 and 10.2.0.1 on the above operating systems • MS SQL Server 2000 standard edition with SP3a or MS SQL Server 2005 standard edition with SP1 on the above operating systems
Software	<ul style="list-style-type: none"> • HP OpenView Service Desk 4.5 service pack 20, 5.0 (with SP2 only) or 5.1 on any HP OpenView Service Desk-supported Windows or HP-UX (PA-RISC) system • openadaptor version 1.6.5 (supplied with HP OpenView Business Process Insight) on Windows 2000 Server SP4, Windows 2003 Server, Windows XP Professional SP2, HP-UX 11.11 (openadaptor database support same version as above) • Java Virtual machine J2SDK 1.5 (prerequisite) • Tomcat 5.0.19 (supplied as part of installation)

Optional dependent products	Versions	Hardware	Operating systems
HP OpenView Operations for UNIX® (Service Navigator)	7.10 + SNVP 7.1 8.10 + SNVP 9 J2SDK 1.5 (Prerequisite)	HP 9000 Technical Workstation HP 9000 Enterprise Server (not Itanium)	HP-UX 11.11
HP OpenView Operations for Windows	7.21 7.5	Intel Pentium and compatible (not Itanium)	Windows 2000 Server SP4 Windows 2003 Server Windows XP Professional SP2
HP OpenView Internet Services	6.0 6.1 On the following databases: • MSDE,MS SQL Server 2000,Oracle 8.1.7 on HP-UX • Oracle 9.2 on HP-UX. Oracle 10 on HP-UX (OVIS 6.10 only)	Intel Pentium and compatible (not Itanium)	Windows 2000 Server SP4 Windows 2003 Server Windows XP Professional SP2 <i>Please refer to OVIS documentation for its supported platform matrix</i>
HP OpenView Select Access	6.2 J2SDK 1.5 (Prerequisite)	Intel Pentium and compatible HP 9000 Technical Workstation or HP 9000 Enterprise Server	Windows 2000 Server SP4 Windows 2003 Server Windows XP Professional SP2 HP-UX 11.11 (Itanium not supported)
HP OpenView Dashboard	2.0 + OVD patch for OVBPI J2SDK 1.5 (Prerequisite)	Same as above	Same as above
HP OpenView SOA Manager	2.1 J2SDK 1.5 (Prerequisite)	Same as above	Same as above

Note: We strongly recommend that HP OpenView Service Desk Process Insight is run on a dedicated server. Sharing a server with other applications may significantly affect its performance.

Ordering information

Part number	Product name
Contact info.ovbpi@hp.com for latest availability information	HP OpenView Business Process Insight Media Contains software and documentation for HP OpenView Business Process Insight and HP OpenView Service Desk Process Insight. Software available in English only.
BB212AA	HP OpenView SD BPI—Helpdesk Management LTU HP OpenView Service Desk Process Insight for use with HP OpenView Service Desk Helpdesk Management module
BB213AA	HP OpenView SD BPI—Change Management LTU HP OpenView Service Desk Process Insight for use with HP OpenView Service Desk Change Management module

Ordering license keys for cluster support

With HP OpenView Service Desk Process Insight 2.10, the product supports the ability to provide failover support of the HP OpenView Service Desk Process Insight server components in an Active-Passive scenario using Microsoft Cluster support. In this scenario, the HP OpenView Service Desk Process Insight server components are active on only one physical node at a time. In the event of a failure of HP OpenView Service Desk Process Insight on one physical node, HP OpenView Service Desk Process Insight is automatically started on another cluster node. Clients and adapters connected to the HP OpenView Service Desk Process Insight system are connected to it via a “virtual node name.”

You need to purchase only the appropriate HP OpenView Service Desk Process Insight licenses for one system in this configuration, as the second, or indeed third, are purely passive (non-running) versions.

However, HP OpenView Service Desk Process Insight license keys are created (registered) for a specific IP Node Name. In a cluster setup, you will need to install HP OpenView Service Desk Process Insight license keys on each physical cluster node where HP OpenView Service Desk Process Insight is installed. Therefore once

you have ordered and received an HP OpenView Service Desk Process Insight license from HP, you can request an additional corresponding license key for use on the other physical node for free. Note this is an additional license key for use on the physical node and is NOT an additional “License to use” (LTU).

You can request these additional licenses keys by contacting the HP Password Center (see below), after you have ordered and received your initial licenses. Your request will need to include your original HP order number along with the quantity of the appropriate complimentary product code. These should match what you ordered originally. For example if you originally ordered BB212AA-SD BPI Helpdesk management LTU, you would need to request a BB212AA-COMP license key from the HP Licensing and Password Center.

For contact details of your local password center visit www.webware.hp.com and select “Contact a password delivery center.”

The corresponding free or complimentary licenses are for:

- BB212AA-COMP HP OpenView SD BPI—Helpdesk Management
- BB213AA-COMP HP OpenView SD BPI—Change Management

To learn more

For more information about HP OpenView Service Desk Process Insight, visit www.managementsoftware.hp.com/solutions/bsm

A complete solution

Comprehensive training

HP provides a comprehensive curriculum of HP OpenView and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP OpenView software, positions HP to deliver the optimum training experience. For more information about these educational courses, visit:

www.hp.com/learn

The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit:

www.hp.com/go/hpfinancialservices

HP Services

Get the most from your software investment

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with best-in-class services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit:

www.managementsoftware.hp.com/service

To access technical interactive support, visit Software Support Online at: www.hp.com/managementsoftware/services

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit: www.hp.com/go/swcustomerconnection

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4AA0-2276ENW, Rev. 2, December 2006

